



Your auto-ID
infrastructure
always available?

ZETES TOTALCARE SERVICE

MAXIMUM DEVICE CONTROL FOR OPTIMAL CUSTOMER SERVICE



ZETES TOTALCARE SERVICE

Deliver outstanding customer service with an always available auto-ID infrastructure

To guarantee optimal customer service, you need optimal availability of your industrial IT infrastructure in all operations. However, managing your devices (such as mobile printers, data-capture devices, wireless networks, vehicle-mounted terminals, industrial label printers, ...) and making them available at all times can be challenging. Consider this:

- Do you know the up-to-date location of your devices at any given time?
- Do you know the latest status of each device in a repair-cycle?
- Can you efficiently update applications or operating systems across your entire installed base?

- Are you pre-warned when security or battery life issues occur?
- Do you have a clear overview of contract expiration dates?

With the Zetes TotalCare Service, facing these challenges becomes easy. TotalCare helps you managing your industrial IT equipment most efficiently, while keeping maintenance and repair costs at a minimum.

A flexible platform tailored to your needs

TotalCare is a flexible solution that consists of 4 modules: **Asset Management**, **Online Shoppinglist**, **Mobile Device Management**, and **Reporting**. According to your needs, you select the module(s) that suit you best, which are then tailored to your specific requirements.



Title	Number of devices	Warranty	Warranty start	Warranty end	Warranty status	Warranty type	Warranty period	Warranty start date	Warranty end date
(Germany site)	896	42			2	42	42		
(Germany country)		4				4	4		11
Austria, Innsbruck (austria)	10								
Austria, Rorschach, Flughafenstrasse (austria)	14								
Austria, Rorschach (austria)	9								
Austria, Seckau (austria)	77	19			2	19	19		
Austria, Wien (austria)	13								
Belgium (Belgium site)	7								
Belgium, Gent (Belgium site)	27	2			2	2	2		
Belgium, Gent, Rubensstraat (Belgium site)	73	37			4	37	37		
Belgium, Gent, Road (Belgium site)									
Belgium, Gent, Stations (Belgium site)	10	4			1	4	4		
Belgium, Poperinghe (Belgium site)	55	8			2	8	8		
Belgium, Poperinghe, Road (Belgium site)	16	19			2	19	19		
Belgium, Poperinghe, Stations (Belgium site)	23	2			2	2	2		





ONLINE SHOPPING LIST

Purchase smarter

The online shopping list helps you optimise the ordering process of your mobile devices and accessories. Predefined bundles of hardware help you protect the standards of your mobile platform in terms of SLA contracts, configurations, accessories, etc. You will benefit from:

- budget transparency
- correct configurations
- reduced costs through grouped shipments
- a 100 % protected asset park by signing always the right maintenance contract
- flexibility to add missing material to the list



ASSET MANAGEMENT

Ensure optimal availability in multi-site environments

The asset management module includes a Return Material Authorisation portal that will help you to:

- better manage your asset pool: move products around more flexibly while keeping 100 % visibility
- improve contract management: with better visibility on service level agreements linked to each device (service, expiration date)
- speed up the RMA process via well defined processes: TotalCare analyses and recommends the next steps, minimising mistakes

ZETES TOTAL CARE

Make better decisions

The reporting tool provides you with relevant information at all levels, including the shift supervisor as well as the CIO. Through analysis, you will:

- detect user- and device-related issues
- spot trends across your entire estate much faster
- discover significant differences between parts of your operation that you can tweak to increase efficiency

Pro-actively avoid issues

With the Remote Management Module, you have real-time visibility on the status of your park, which allows you to anticipate issues pro-actively. You can:

- monitor the status of your devices pro-actively: battery status, network security settings, etc.
- automatically upload or upgrade application software and/or operating systems
- keep track of the physical location of devices (GPS or network info), removing manual asset management procedures



REPORTING



MOBILE DEVICE MANAGEMENT

WHY CHOOSE ZETES TOTALCARE?

Optimised lifecycle management of your entire auto-ID infrastructure

Zetes TotalCare takes care of your industrial IT assets,
both in local and multi-site/multinational environments.

Cost-efficiency

- Pay-per-use service, no investments required
in licences or servers.
- Budget transparency via pre-defined agreements.

Flexible Remote Device Management

Optimal visibility on the status of your asset park helps
you anticipate problems pro-actively.

Maximised availability

Well-defined procedures increase the manageability of your
industrial IT equipment, resulting in optimal availability.

Ease of use

Thanks to relevant multi-user functionalities & workflows,
users have access to personalised information according to
their profile and your IT team can remotely update applica-
tions and/or operating systems.

